Fig. 1

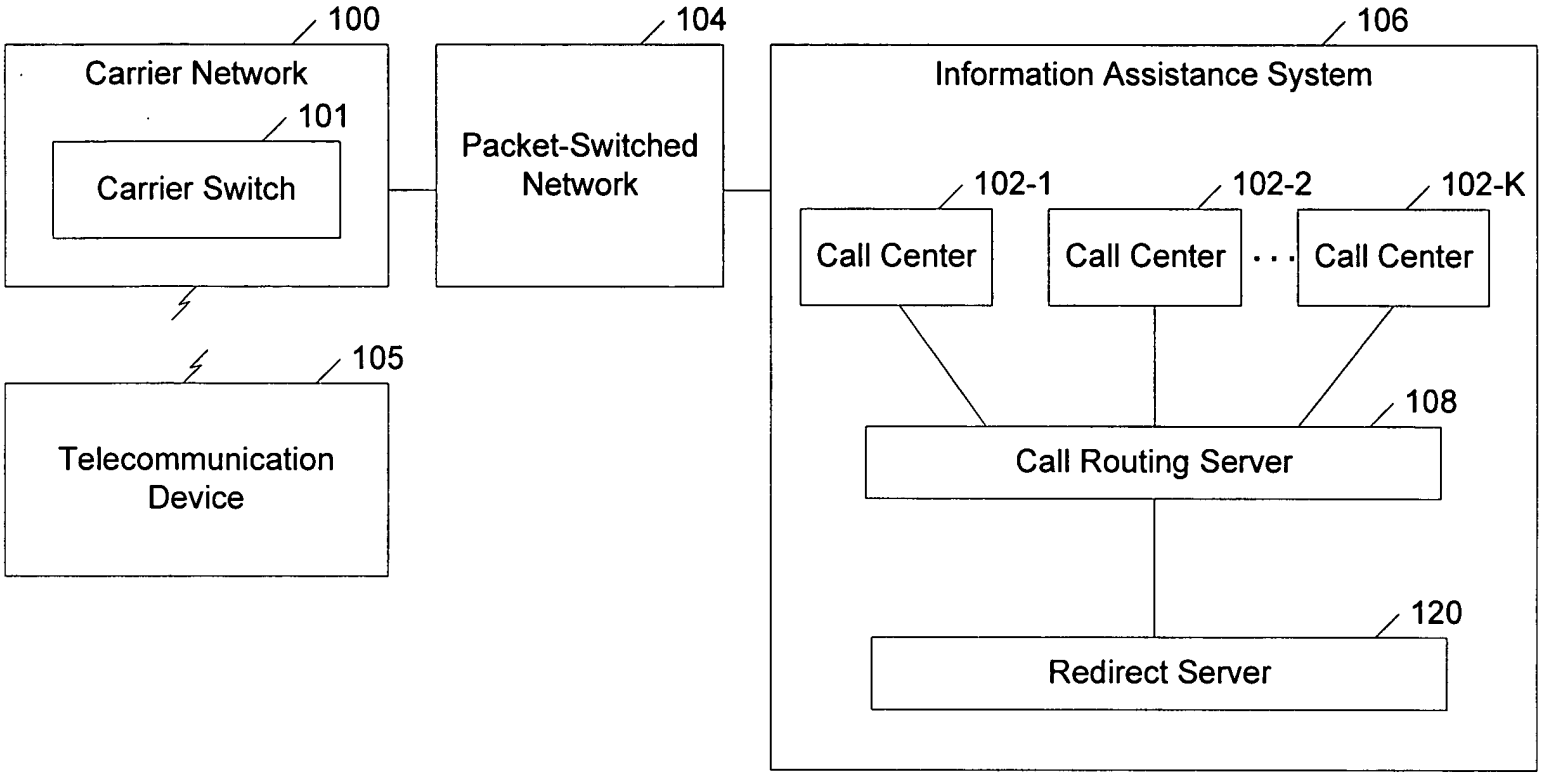
100
Carrier Network
101
Carrier Switch
104
Packet-Switched Network
106
Information Assistance System
102-1
102-2
102-K
Call Center
Call Center
Call Center
108
Call Routing Server
120
Redirect Server
105
Telecommunication Device

Fig. 2

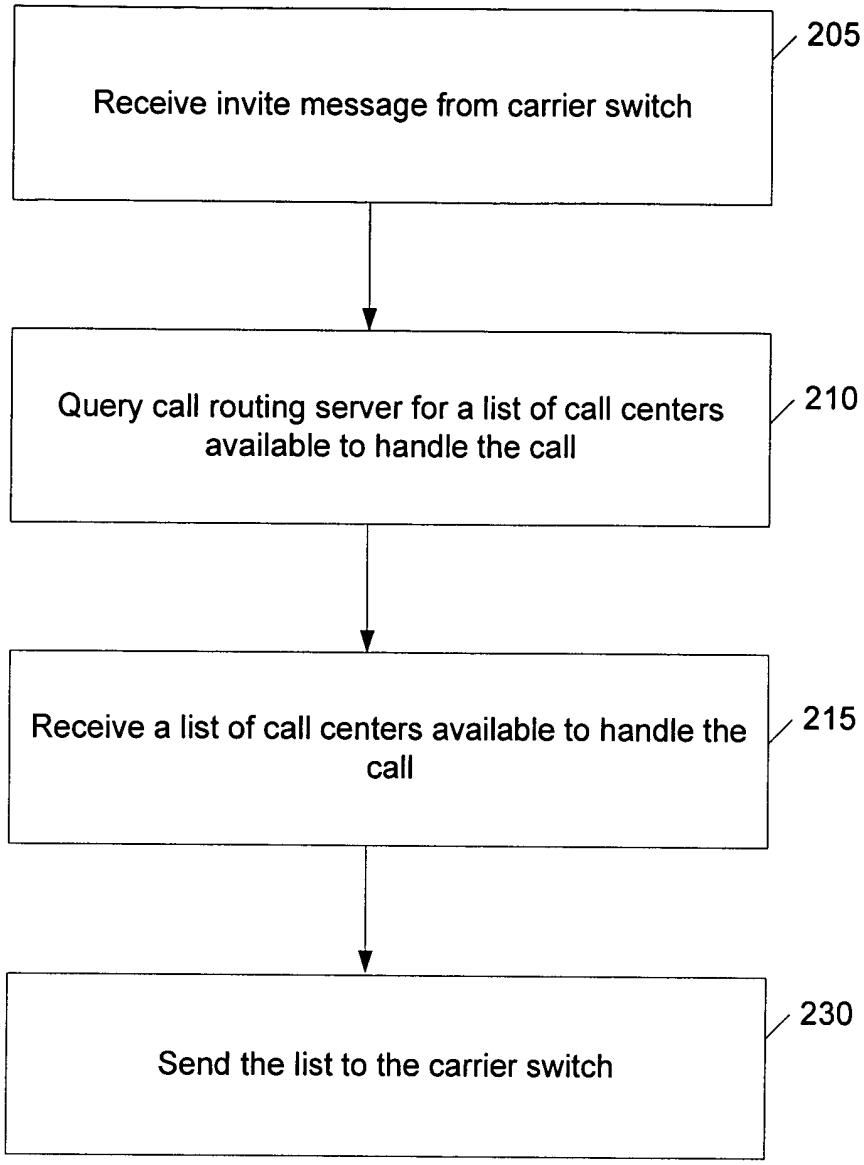
Receive invite message from carrier switch
205
Query call routing server for a list of call centers available to handle the call
210
Receive a list of call centers available to handle the call
215
Send the list to the carrier switch
230

Fig. 3

Rank	IP address
1	Call_Center_A IP address
2	Call_Center_B IP address
3	Call_Center_C IP address
4	Call_Center_D IP address
5	Call_Center_E IP address
6	Call_Center_F IP address
7	Call_Center_G IP address

Fig. 4

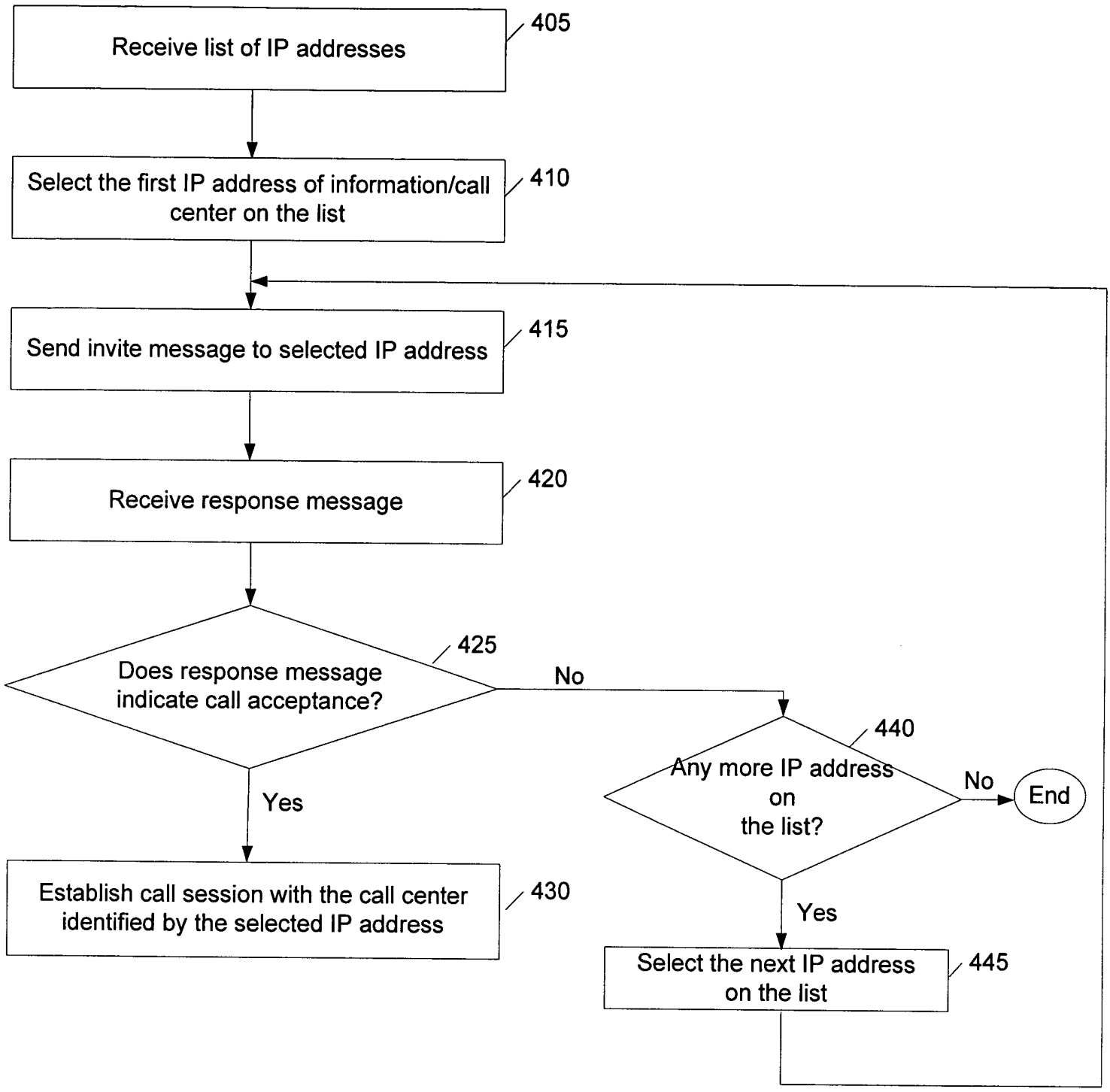
Receive list of IP addresses
405
Select the first IP address of information/call center on the list
410
Send invite message to selected IP address
415
Receive response message
420
Does response message indicate call acceptance?
425
No
Yes
Any more IP address on the list?
440
No
End
Yes
Establish call session with the call center identified by the selected IP address
430
Select the next IP address on the list
445

Fig. 5

Rank	IP address
1	Call_Center_A IP address
2	Call_Center_B IP address Call_Center_C IP address
3	Call_Center_D IP address
4	Call_Center_E IP address
5	Call_Center_F IP address
6	Call_Center_G IP address

Fig. 6

Rank	IP address
1	Call_Center_A IP address
2	Call_Center_B IP address
3	Call_Center_C IP address
4	Redirect Server IP address

Fig. 7

Rank	IP address	Condition
1	Call_Center_A IP address	
2	Call_Center_B IP address	
3	Call_Center_C IP address	703
4	Call_Center_D IP address	If system time > 9:30:05, send invite message to redirect server IP address
5	Call_Center_E IP address	
6	Call_Center_F IP address	
7	Call_Center_G IP address	